

## **Claims**

This listing of claims will replace all prior versions, and listings, of claims in the application:

### **Listing of Claims:**

1           1. (currently amended) A system for collecting and  
2           presenting survey information comprising:  
3           a connection device connected to an external  
4           communication system for connecting said  
5           communication system to a survey participant;  
6           a Computer-Assisted Telephone Interview (CATI) unit  
7           connected to said connection device, wherein  
8           said connection ~~Connection~~ device transfers  
9           said participant communication connection to  
10          said CATI unit when said connection is  
11          successful, and further wherein an agent uses  
12          said CATI unit to ask said participant manual  
13          survey questions;  
14          an Interactive Voice Recognition (IVR) unit  
15          connected to said CATI unit, wherein said CATI  
16          agent transfers said participant's  
17          communication connection to said IVR unit only  
18          if the participant agrees to the transfer for  
19          conducting an automated survey utilizing a  
20          drill-down survey technique, wherein said IVR  
21          unit accepts oral responses from said  
22          participant, wherein  
23          if the participant does not agree to said transfer,  
24          said agent manually surveys the participant  
25          using at least some of the same questions from  
26          said automated survey; and

27 a database for storing said responses to said manual  
28 survey and said automated survey, wherein  
29 said drill-down survey technique utilizes one or  
30 both of responses already provided by the  
31 current survey participant and historical  
32 responses provided by other participants to  
33 determine a subsequent survey question to be  
34 asked of the current survey participant.

1 2. (original) The system for collecting and  
2 presenting survey information of claim 1, further  
3 comprising: a Computer Telephony Interface (CTI) unit,  
4 wherein said CTI unit is connected to said connection  
5 device to monitor the status of said connection device,  
6 and further wherein said CTI unit is connected to said  
7 CATI unit to monitor the status of said CATI unit and  
8 said agent using said CATI unit; and still further  
9 wherein said CTI unit is connected to said IVR unit to  
10 monitor said conducting of said automated survey.

1 3. (original) The system for collecting and  
2 presenting survey information of claim 2, wherein said  
3 CATI agent asks said participant for permission to allow  
4 said IVR unit to conduct said automated survey, and  
5 further wherein said IVR unit conducts said automated  
6 survey according to a pre-determined survey format if  
7 said participant assents, and still further wherein said  
8 CATI agent performs said manual survey according to said  
9 pre-determined survey format if participant does not  
10 assent.

1 4. (currently amended) The system for collecting and

2 presenting survey information of claim 3, wherein said  
3 pre-determined survey format uses [[a]] said drill-down  
4 survey technique, wherein a following survey question  
5 depends on the answer to a previous question.

1 5. (original) The system for collecting and  
2 presenting survey information of claim 1, wherein said  
3 participant may transfer said communication connection  
4 from said IVR unit to said CATI unit by using an oral  
5 response, and further wherein said CATI agent then  
6 conducts said manual survey at the point on said pre-  
7 determined survey format where said transfer from said  
8 IVR unit occurred.

1 6. (original) The system for collecting and  
2 presenting survey information of claim 5, wherein said  
3 conducting of said automated or said manual surveys  
4 includes the use of a verbatim, wherein said participant  
5 can orally communicate detailed opinions to said IVR unit  
6 or said CATI agent, respectively, and further wherein  
7 said verbatims are stored in said database.

1 7. (original) The system for collecting and  
2 presenting survey information of claim 6, further  
3 comprising:

4 a processing unit for converting said stored  
5 responses to said surveys into survey  
6 information;  
7 a presenting unit for presenting said survey  
8 information to a consumer.

1 8. (original) The system for collecting and

2 presenting survey information of claim 7, wherein said  
3 survey information is derived from a plurality of surveys  
4 derived from a plurality of participants, and further  
5 wherein said system presents said survey information to  
6 said consumer over a computer network, and still further  
7 wherein said consumer must be validated before said  
8 system will allow the consumer to access said survey  
9 information.

1 9. (original) The system for collecting and  
2 presenting survey information of claim 8, wherein said  
3 survey information is available for presenting to said  
4 consumer within 24 hours of the completion of the  
5 conducting of said plurality of surveys.

1 10. (currently amended) A system for collecting and  
2 presenting survey information comprising:

3 a connection device connected to an external  
4 communication system for connecting said  
5 communication system to a survey participant;

6 a Computer-Assisted Telephone Interview (CATI) unit  
7 connected to said connection device, wherein  
8 said connection device transfers said  
9 participant communication connection to said  
10 CATI unit when said connection is successful,  
11 and further wherein an agent uses said CATI  
12 unit to ask said participant manual survey  
13 questions;

14 an IVR unit connected to said CATI agent, wherein  
15 said CATI agent transfers said participant  
16 communication connection to said IVR unit for  
17 conducting an automated survey, and further

18 wherein said IVR unit accepts oral responses  
19 from said participant, and still further  
20 wherein said CATI agent asks said participant  
21 for permission to allow said IVR unit to  
22 conduct said automated survey, and further  
23 wherein said IVR unit conducts said automated  
24 survey according to a pre-determined survey  
25 format if said participant assents, and even  
26 further wherein said CATI agent performs said  
27 manual survey according to said pre-determined  
28 survey format if the participant does not  
29 assent, and yet further wherein said  
30 participant may transfer said survey interview  
31 from said IVR unit to said CATI unit by using  
32 an oral response, wherein said CATI agent then  
33 conducts said manual survey at the point on  
34 said pre-determined survey format where said  
35 transfer from said IVR unit occurred;

36 wherein said conducting of said automated or said  
37 manual surveys includes the use of a verbatim,  
38 wherein said participant can orally communicate  
39 detailed opinions to said IVR unit or said CATI  
40 agent, respectively, and further wherein said  
41 verbatims are stored in said database

42 a Computer Telephony Interface (CTI) unit, wherein  
43 said CTI unit is connected to said dialer unit  
44 to monitor the status of said connection  
45 device, and further wherein said CTI unit is  
46 connected to said CATI unit to monitor the  
47 status of said CATI unit and said agent using  
48 said CATI unit; and still further wherein said  
49 CTI unit is connected to said IVR unit to

50 monitor said conducting of said automated  
51 survey;  
52 a database for storing said responses to said manual  
53 and said automated surveys;  
54 a processing unit for converting said stored  
55 responses to said surveys into survey  
56 information, wherein said survey information is  
57 derived from a plurality of surveys derived  
58 from a plurality of participants, and  
59 a presenting unit for presenting said survey  
60 information to a consumer, wherein said system  
61 presents said survey information to said  
62 consumer over a computer network, and still  
63 further wherein said consumer must be validated  
64 before said system will allow the consumer to  
65 access said survey information, and still  
66 further wherein said system may limit said  
67 access by consumer to an approved subset of  
68 said survey information.

1 11. (original) The system for collecting and  
2 presenting survey information of claim 10, wherein said  
3 survey information is available for presenting to said  
4 consumer within 24 hours of the completion of the  
5 conducting of said plurality of surveys.

1 12. (currently amended) A system for collecting and  
2 presenting survey information comprising:

3 (I) means for selecting a participant from a list  
4 of potential participants;

- 5 (II) means for connecting said participant to a  
6 survey communication system;
- 7 (III) means for conducting an automated survey  
8 interview if said participant assents to an  
9 automated survey interview, wherein said  
10 conducting is performed by an automated survey  
11 unit, and further wherein said automated survey  
12 unit accepts oral responses from said  
13 participant which are processed using voice  
14 recognition into survey data.
- 15 (IV) means for conducting a manual survey interview  
16 if said participant does not assent to an  
17 automated survey interview, wherein at least a  
18 portion of the questions of said manual survey  
19 are the same as the questions of said automated  
20 survey; and
- 21 (V) means for saving said automated and said manual  
22 survey interviews in a database.

1 13. (original) The system for collecting and  
2 presenting survey information of claim 12, further  
3 comprising:

- 4 (I) means for allowing a participant to orally  
5 request that said automated survey interview be  
6 transformed into a manual survey interview;
- 7 (II) means for providing a pre-determined interview  
8 format, wherein said automated and said manual  
9 interviews follow said interview format, and  
10 further wherein said manual survey interview  
11 continues said pre-determined interview format  
12 at the next question of said format when said

13 automated survey interview is transformed into  
14 said manual survey interview;

1 14. (original) The system for collecting and  
2 presenting survey information of claim 13, further  
3 comprising:

4 (I) means for processing said survey interview into  
5 survey information;

6 (II) means for presenting approved portions said  
7 survey information to a survey consumer,  
8 wherein the identity of said consumer must be  
9 validated before being presented with said  
10 survey information.

1 15. (original) The system for collecting and  
2 presenting survey information of claim 14, wherein said  
3 survey information is derived from a plurality of surveys  
4 of a plurality of participants, and further wherein said  
5 survey information is available for presenting to said  
6 consumer within 24 hours of the completion of the  
7 conducting of said plurality of surveys.

1 16. (currently amended) A process for collecting and  
2 presenting survey information comprising the steps of:

3 (I) selecting a participant from a list of  
4 potential participants;

5 (II) connecting said participant to a survey  
6 communication system;

7 (III) transferring said participant's communication  
8 system connection to an automated survey unit



9           only if said participant assents to said  
10           transfer;  
11       (IV) conducting said survey interview, wherein said  
12           conducting is performed by said automated  
13           survey unit if the participant assented to said  
14           transfer, but said conducting is performed  
15           manually if the participant does not assent,  
16           and further wherein an automated survey unit  
17           accepts oral responses from said participant,  
18           said oral responses being processed using voice  
19           recognition into survey data;  
20       (V) saving said survey interview in a database.

1       17. (original) The process of collecting and  
2       presenting survey information as in claim 16, wherein  
3       said conducting of said survey interview is performed by  
4       providing survey questions to participant using a pre-  
5       determined survey procedure utilizing drill-down  
6       questioning, wherein a following survey question depends  
7       on the answer to a previous question.

1       18. (original) The process of collecting and  
2       presenting survey information as in claim 17, further  
3       comprising the steps of:

4       (I) processing said survey data into survey  
5           information;  
6       (II) saving said survey information in a database;  
7       (III) presenting said survey information to a  
8           consumer.

1       19. (original) The process of collecting and

2 presenting survey information as in claim 16, wherein  
3 said transferring of said participant's communication  
4 system connection to said automated survey unit occurs  
5 only if said survey participant agrees to said transfer,  
6 and further wherein said survey interview is conducted  
7 manually by an agent if said participant does not agree  
8 to said transfer.

1 20. (original) The process of collecting and  
2 presenting survey information as in claim 19, wherein  
3 said conducting of said survey interview is performed by  
4 providing survey questions to said participant using a  
5 pre-determined survey question procedure utilizing drill-  
6 down questioning for said conducting of both manual and  
7 automated surveys, wherein a following survey question  
8 depends on the answer to a previous question.

1 21. (original) The process of collecting and  
2 presenting survey information as in claim 19, wherein  
3 said agent can transfer said participant back to said  
4 automated survey unit to continue said survey interview,  
5 and further wherein said participant participating in an  
6 automated survey can be transferred to said agent by a  
7 voice command from said participant.

1 22. (original) The process of collecting and  
2 presenting survey information as in claim 21, wherein  
3 said conducting of said survey interview is performed by  
4 providing survey questions to said participant using a  
5 pre-determined survey question procedure utilizing drill-  
6 down questioning for said conducting of both manual and  
7 automated surveys, wherein a following survey question  
8 depends on the answer to a previous question.

1        23. (currently amended) The process of collecting  
2 and presenting survey information as in claim 22 ~~19~~,  
3 further comprising the steps of:

- 4        (I) processing said survey data into survey  
5                information;
- 6        (II) saving said survey information in a database;
- 7        (III) presenting said survey information to a  
8                consumer.

1        24. (original) The process of collecting and  
2 presenting survey information as in claim 19, further  
3 comprising the steps of:

- 4        (I) processing said survey data into survey  
5                information;
- 6        (II) saving said survey information in a database;
- 7        (III) presenting said survey information to a  
8                consumer.

1        25. (currently amended) A process for collecting and  
2 presenting survey information comprising the steps of:

- 3        (I) selecting a participant from a list of  
4                potential participants;
- 5        (II) connecting said participant to a survey  
6                communication system;
- 7        (III) transferring said participant's communication  
8                system connection to an automated survey unit  
9                if said survey participant agrees to said  
10                transfer, wherein said participant  
11                participating in an automated survey can be

12 transferred to said agent by a voice command  
13 from said participant, and further, ~~and further~~  
14 wherein said survey interview is conducted manually  
15 by an agent if said participant does not agree  
16 to said transfer,  
17 wherein said conducting of said survey interview is  
18 performed by providing survey questions to  
19 participant using a pre-determined survey  
20 procedure utilizing drill-down questioning,  
21 wherein a following survey question depends on  
22 the answer to a previous question;  
23 (IV) conducting said survey interview, wherein said  
24 conducting is performed by said automated  
25 survey unit or manually, and further wherein  
26 said automated survey unit accepts oral  
27 responses from said participant, said oral  
28 responses being processed using voice  
29 recognition into survey data;  
30 (V) saving said survey interview in a database.  
31 (VI) processing said survey data into survey  
32 information;  
33 (VII) saving said survey information in a  
34 database;  
35 (VIII) presenting said survey information to a  
36 consumer.

1 26. (currently amended) A process for collecting and  
2 presenting survey information comprising the steps of:

3 (I) collecting survey data, said collecting  
4 comprising the steps of

- 5 (A) selecting a participant from a list of  
6 potential participants, wherein said  
7 selecting is done according to specified  
8 schedules;
- 9 (B) connecting said participant to a survey  
10 communication system, said connecting  
11 comprising the steps of:
- 12 (i) attempting to connect with said  
13 participant via said survey  
14 communication system, said attempting  
15 including the steps of:
- 16 (ii) requesting that said participant  
17 agree to communicate with an  
18 Interactive Voice Recognition (IVR)  
19 unit for a survey interview; and
- 20 (iii) collecting call record information,  
21 wherein said call record information  
22 is stored in a database;

23 and

- 24 (C) conducting said survey interview, wherein  
25 said conducting is performed by said IVR  
26 unit if said participant agreed to  
27 communicate with said IVR unit, and  
28 further wherein said conducting is  
29 performed by a Computer-Assisted Telephone  
30 Interview (CATI) agent if participant did  
31 not agree to communicate with said IVR  
32 unit, said conducting of said survey  
33 interview comprising the steps of:
- 34 (i) asking survey questions of  
35 participant using a pre-determined  
36 survey question procedure utilizing

drill-down questioning, wherein said survey questions provide sufficient survey data to allow for the creation of survey information; and further wherein survey responses by participant are done orally, and still further wherein said survey data optionally includes voice interviews;

(ii) saving said survey data in said database, wherein said saving includes voice recognition processing of said oral responses of participant if said conducting of survey interview is performed by said IVR unit, wherein said voice recognition occurs at approximately real-time, and further wherein the voice recognition processed response is used to determine a next survey question;

(iii) transferring said communication system connection to a CATI unit if said participant requests such a transfer while the IVR unit is conducting said survey interview, wherein said CATI agent uses said CATI unit to continue said conducting a survey interview;

(iv) transferring said communication system connection to a CATI unit when said survey question procedure requires such a transfer, wherein

70                   said CATI agent then conducts said  
71                   survey interview using said CATI  
72                   unit, and further wherein said CATI  
73                   agent can transfer said communication  
74                   system connection back to said IVR  
75                   unit to continue said survey  
76                   interview;

77                   (v) monitoring said survey question  
78                   procedure status, wherein said status  
79                   information can be made available for  
80                   display;

81                   (vi) terminating said conducting a survey  
82                   interview when said pre-determined  
83                   survey question procedure is complete  
84                   or when said participant requests  
85                   such termination;

1           27. (original) A process for collecting and  
2   presenting survey information as in claim 26, further  
3   comprising the steps of:

4           (I) processing said survey data, wherein said  
5           processing converts said survey data collected  
6           from a plurality of participants into survey  
7           information, said processing comprising the  
8           steps of:

9           (A) generating consumer satisfaction measures;

10          (B) generating employee rating measures;

11          (C) generating employer or organization rating  
12          measures;

13          (F) generating quality assessment measures;  
14          and

15 (G) analyzing said generated measures and  
16 survey data;  
17 and  
18 (H) storing said survey information in said  
19 database;  
20 (II) providing a survey information consumer said  
21 survey information, said providing further  
22 comprising the steps of:  
23 (A) connecting a survey information consumer  
24 computer to a presenting system, wherein  
25 said connecting is over a computer  
26 network, said connecting comprising the  
27 steps of:  
28 (i) logging the consumer's computer into  
29 the system, wherein the consumer  
30 identity is verified; and  
31 (iv) preventing the consumer not verified  
32 from accessing said medical survey  
33 information;  
34 (B) presenting said survey information to said  
35 consumers, said presenting comprising the  
36 steps of:  
37 (i) providing said consumers with options  
38 for viewing aggregates of said survey  
39 information;  
40 (ii) providing said consumers with options  
41 for viewing summaries of said survey  
42 information;  
43 (iii) providing said consumers with options  
44 for viewing a subset of said survey  
45 information;



46 (iii) providing said consumers with options  
47 for viewing said survey data; and  
48 (iv) formatting said presented information  
49 for presenting by said consumer  
50 computer, wherein said presenting can  
51 be graphical, auditory, and textual;  
52 (C) customizing said presented information to  
53 the particular needs or access privileges  
54 of the consumer, wherein some consumers  
55 may have access to a subset of medical  
56 information; and  
57 (D) allowing the user to log off said system.  
58 and  
59 (III) evaluating said process for collecting and  
60 presenting survey information, said evaluating  
61 comprising:  
62 (A) evaluating the performance of said CATI  
63 agents; and  
64 (B) evaluating the performance of said voice  
65 recognition processing.

1 28. (currently amended) A process for collecting and  
2 presenting medical survey information for a medical care  
3 provider comprising the steps of:

4 (I) collecting survey data, said collecting  
5 comprising the steps of

6 (A) selecting a participant from a list of  
7 potential participants, wherein said  
8 selecting is done according to specified  
9 schedules;

10 (B) connecting said participant to a survey  
11 communication system, said connecting  
12 comprising the steps of:

13 (i) attempting to connect with said  
14 participant via said survey  
15 communication system, said attempting  
16 including the steps of:

17 (a) initiating a survey  
18 communication system connection;

19 (b) transferring said connection to  
20 a CATI unit if said connection  
21 is successful, wherein if said  
22 connection is not successful,  
23 selecting a new participant to  
24 be said participant;

25 (c) requesting that said participant  
26 agree to participate in a  
27 survey, wherein said requesting  
28 is performed by said CATI agent  
29 using said CATI unit;

30 (d) requesting recall information  
31 from said participant if said  
32 participant has not agreed to  
33 participate in said survey,  
34 wherein said requesting is  
35 performed by said CATI agent,  
36 and further wherein said recall  
37 information includes a request  
38 to connect again at a different  
39 time or using a different  
40 communication system; and

41 (e) terminating said connection  
42 after said requesting of recall  
43 information if said participant  
44 has not agreed to participate in  
45 said survey;

46 (ii) requesting that said participant  
47 agree to communicate with an IVR unit  
48 for a survey interview; and

49 (iii) collecting call record information  
50 comprising:

51 (a) overall connection attempts;  
52 (b) connection attempts for each  
53 participant contacted; and  
54 (c) connection durations;

55 wherein said call record information is stored in a  
56 database;

57 and

58 (C) conducting said survey interview, wherein  
59 said conducting is performed by said IVR  
60 unit if said participant agreed to  
61 communicate with said IVR unit, and  
62 further wherein said conducting is  
63 performed by said CATI agent if  
64 participant did not agree to communicate  
65 with said IVR unit, said conducting said  
66 survey interview comprising the steps of:

67 (i) asking survey questions of  
68 participant using a pre-determined  
69 survey question procedure utilizing  
70 drill-down questioning, wherein said  
71 survey questions provide sufficient

72 survey data to allow for the creation  
73 of medical survey information; and  
74 further wherein survey responses by  
75 participant are done orally, and  
76 still further wherein said survey  
77 data optionally includes voice  
78 interviews;

79 (ii) saving said survey data in said  
80 database, wherein said saving  
81 includes voice recognition processing  
82 of said oral responses of said  
83 participant if said conducting of  
84 survey interview is performed by said  
85 IVR unit, wherein said voice  
86 recognition occurs at approximately  
87 real-time, and further wherein the  
88 voice recognition processed response  
89 is used to determine a next survey  
90 question;

91 (iii) transferring said communication  
92 system connection to a CATI unit if  
93 said participant requests such a  
94 transfer while the IVR unit is  
95 conducting said survey interview,  
96 wherein said CATI agent uses said  
97 CATI unit to continue said conducting  
98 a survey interview;

99 (iv) transferring said communication  
100 system connection to a CATI unit when  
101 said survey question procedure  
102 requires such a transfer, wherein  
103 said CATI agent then conducts said  
104 survey interview using said CATI

105 unit, and further wherein said CATI  
106 agent can transfer said communication  
107 system connection back to said IVR  
108 unit to continue said survey  
109 interview;

110 (v) monitoring said survey question  
111 procedure status, wherein said status  
112 information can be made available for  
113 display;

114 (vi) terminating said conducting a survey  
115 interview when said pre-determined  
116 survey question procedure is complete  
117 or when said participant requests  
118 such termination;

119 (II) processing said survey data, wherein said  
120 processing converts said survey data collected  
121 from a plurality of participants into medical  
122 survey information, said processing comprising  
123 the steps of:

124 (A) generating consumer satisfaction measures  
125 comprising:

126 (i) consumer loyalty measures;  
127 (ii) medical care satisfaction measures;  
128 (iii) medical facility satisfaction  
129 measures;

130 (iv) medical staff satisfaction measures;  
131 (v) positive comments with reasons; and  
132 (vi) negative comments with reasons;

133 (B) generating staff rating measures  
134 comprising:

135 (i) staff loyalty measures;

136 (ii) staff performance measures;  
137 (iii) staff satisfaction measures; and  
138 (iv) staff continuing education measures;  
139 (C) generating doctor rating measures  
140 comprising:  
141 (i) quality of medical care measures;  
142 (ii) doctor performance measures;  
143 (ii) doctor satisfaction measures;  
144 (iii) doctor loyalty measures; and  
145 (iv) doctor continuing education measures;  
146 (D) generating care delivery measures  
147 comprising:  
148 (i) cost measures including:  
149 (a) cost of medical care paid by  
150 consumer measures;  
151 (b) cost of medical care paid by  
152 non-consumer measures;  
153 (c) cost of providing medical care  
154 measures; and  
155 (d) overhead costs measures;  
156 and  
157 (ii) profit measures;  
158 (E) generating medical care quality assessment  
159 measures comprising:  
160 (i) mortality measures  
161 (ii) morbidity measures;  
162 (iii) complications measures;  
163 (iv) medical procedure results measures;

164 (iv) medical procedure follow-up measures;  
165 (vi) patient mental health measures;  
166 (vii) social impact measures;  
167 (viii) hospital stay length measures;  
168 (ix) HEDIS<sup>®</sup> technical quality measures;  
169 and  
170 (x) per member per month (PM PM) cost  
171 measures;  
172 (F) analyzing said generated measures and  
173 survey data, said analyzing comprising the  
174 steps of:  
175 (i) aggregating survey data to form  
176 assessments;  
177 (ii) normalizing comparisons between  
178 specific named units, said named  
179 units including:  
180 (a) doctors or specialists;  
181 (b) medical care organizations or  
182 divisions;  
183 (c) staff persons;  
184 (d) managers;  
185 (e) specific medical treatments; and  
186 (f) patient group status;  
187 (iii) determining changes over time;  
188 (iv) determining differences  
189 geographically; and  
190 (v) generating summaries;  
191 and

192 (G) storing said medical survey information in  
193 said database;

194 (III) providing a medical survey information  
195 consumer said medical survey information, said  
196 providing further comprising the steps of:

197 (A) connecting a medical survey information  
198 consumer computer to a presenting system,  
199 wherein said connecting is over a computer  
200 network, said connecting comprising the  
201 steps of:

202 (i) logging in the consumer computer to  
203 the system, said login comprising the  
204 steps of:

205 (a) processing a consumer login  
206 request, said login request  
207 comprising the steps of:

208 (1) providing said consumer  
209 with a login prompt;

210 (2) accepting a consumer login  
211 input, said login input  
212 comprising:

213 a user ID; and  
214 a user password;

215 and

216 (b) processing the consumer login input, said  
217 processing comprising the steps of:

218 comparing said user ID against a verified  
219 consumer list, wherein if said user ID is  
220 verified, then:

221 verifying said user password by comparing said  
222 password to a stored password



223                   corresponding to said user ID, if said  
224                   user password is verified then:  
225           permitting consumer access to the system;  
226           and  
227           ~~(iv)~~preventing the consumer not logged in  
228                   from accessing said medical survey  
229                   information;  
230           (B)   presenting said medical survey information  
231                   to said consumers, said presenting  
232                   comprising the steps of:  
233                   (i)   providing said consumers with options  
234                           for viewing aggregates of said  
235                           medical survey information;  
236                   (ii) providing said consumers with options  
237                           for viewing summaries of said medical  
238                           survey information;  
239                   (iii)providing said consumers with options  
240                           for viewing a subset of said medical  
241                           survey information;  
242                   (iii)providing said consumers with options  
243                           for viewing said medical survey data;  
244                           and  
245                   (iv) formatting said presented information  
246                           for presenting by said consumer  
247                           computer, said presenting including:  
248                           graphical display;  
249                           auditory presentment; and  
250                           textual display;  
251           (C)   customizing said presented information to  
252                   the particular needs or access privileges

253 of the consumer, wherein some consumers  
254 may have access to a subset of medical  
255 information; and  
256 (D) allowing the user to log off said system.  
257 and  
258 (IV) evaluating said process for collecting and  
259 presenting medical survey information, said  
260 evaluating comprising:  
261 (A) evaluating the performance of said CATI  
262 agents; and  
263 (B) evaluating the performance of said voice  
264 recognition processing.

1 29. (original) A process for collecting and  
2 presenting medical survey information for a medical care  
3 provider as in claim 25, wherein said participant is  
4 selected from the group of doctors, medical staff,  
5 medical patients, a family member of a medical patient,  
6 and a medical care employer; and further wherein said  
7 participant gave or received services from said medical  
8 care provider.